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March 17, 1999

EX PARTE OR LATE FILED

EX PARTE PRESENTATION

Magalie Roman Salas, Esq.
Secretary
Federal Communications Commission
Portals II
445 Twelfth Street, NW
Washington, DC 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: *In the Matter of Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance for Provision of In-Region, InterLATA Services in Oklahoma, CC Docket No. 97-121*

Dear Ms. Salas:

Enclosed herewith are the Southwestern Bell performance measurement results for the month of January 1999. In an ex parte letter dated May 13, 1998, Southwestern Bell submitted its first set of operations support systems (OSS) performance measurement results and solicited the Staff's input regarding the format of the data and any areas of concern based upon its review of these results

This report is designed to compare the performance experienced by competitive local exchange carriers (CLECs) for each measurement with a specific standard, or with the performance experienced by Southwestern Bell's retail operations. When a standard is not met or parity is not achieved, the "Comments" section of the report provides an explanation therefor or may indicate that, on its own, Southwestern Bell has initiated an investigation to determine the reason for the disparity.

In accordance with the Commission's rules regarding ex parte communications, an original and two copies of this letter and the attachment are provided for the official record. Please contact me should you have any questions concerning the foregoing.

Respectfully submitted,

Attachment

No. of Copies rec'd at 2
List A B C D E

cc: Mr. L. Strickling (w/o attachment)
Ms. C. Matthey (w/o attachment)
Mr. M. Pryor (w/o attachment)
Ms. A.C. Wright

PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces in seconds

	CLEC/SWBT	Standard	Within Standard	COMMENTS
DATAGATE - Address Verification	3.90	5.0	Yes	
DATAGATE - Request for Telephone Number	3.70	4.0	Yes	
DATAGATE - Request for CSR	14.20	6.0	No	Under Investigation
DATAGATE - Service Availability	8.00	3.0	No	Under Investigation
DATAGATE - Service Appointment Scheduling	0.60	2.0	Yes	
DATAGATE - Dispatch Required	9.40	17.0	Yes	
VERIGATE - Address Verification	3.60	5.0	Yes	
VERIGATE - Request for Telephone Number	3.90	4.0	Yes	
VERIGATE - Request for CSR	6.00	7.0	Yes	
VERIGATE - Service Availability	18.80	11.0	No	Under Investigation
VERIGATE - Service Appointment Scheduling	1.00	2.0	Yes	
VERIGATE - Dispatch Required	7.70	17.0	Yes	

Average Response Time for OSS Pre-Order Interfaces

		CLEC/SWBT Standard 90%	CLEC/SWBT Standard 80%	Z Test Result	
DATAGATE - Address Verification	% < 7 sec.	93%	% < 5 sec.	85%	-1.64
Request for Telephone Number	% < 6 sec.	91%	% < 4 sec.	68%	1.68
Request for CSR	% < 8 sec.	74%	% < 6 sec.	63%	17.87
Service Availability	% < 5 sec.	20%	% < 3 sec.	5%	Base < 30
Service Appointment Scheduling	% < 3 sec.	100%	% < 2 sec.	100%	Base < 30
Dispatch Required	% < 19 sec.	100%	% < 17 sec.	96%	Base < 30
VERIGATE - Address Verification	% < 7 sec.	93%	% < 5 sec.	89%	-29.20
Request for Telephone Number	% < 6 sec.	79%	% < 4 sec.	62%	8.53
Request for CSR	% < 10 sec.	90%	% < 7 sec.	86%	-26.74
Service Availability	% < 13 sec.	30%	% < 11 sec.	25%	15.24
Service Appointment Scheduling	% < 3 sec.	98%	% < 2 sec.	97%	-18.38
Dispatch Required	% < 19 sec.	99%	% < 17 sec.	98%	-20.57

EASE Average Response Time in seconds

	CLEC	SWBT	COMMENTS
Division - Missouri	1.27	1.47	
Division - Arkansas	1.08	1.60	
Division - Kansas	1.26	1.49	
Division - Houston	1.37	1.53	
Division - Oklahoma	1.14	1.60	
Division - Dallas	1.55	1.88	
Division - San Antonio	1.48	1.71	

OSS Interface Percent Availability

	CLEC/SWBT	COMMENTS
DATAGATE	100.00%	
VERIGATE	100.00%	
LEX	99.60%	
EDI	100.00%	
TOOLBAR	99.00%	
RAF by CLEC	---	Varies by CLEC

PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering			
Consumer EASE Availability - By Division (CPU Platform)		CLEC/SWBT	COMMENTS
Division - Missouri		99.50%	
Division - Arkansas		99.28%	
Division - Kansas		99.20%	
Division - Houston		99.32%	
Division - Oklahoma		99.64%	
Division - Dallas		99.03%	
Division - San Antonio		99.06%	
Business EASE Availability - By Division (CPU Platform)		CLEC/SWBT	COMMENTS
Division - Missouri		100.00%	
Division - Arkansas		99.64%	
Division - Kansas		99.64%	
Division - Houston		99.74%	
Division - Oklahoma		100.00%	
Division - Dallas		99.74%	
Division - San Antonio		99.74%	
% Firm Order Confirmations Received Within "x" Hours - Mechanized		CLEC	COMMENTS
Residence and Simple Business - LEX - <24 Hours		94.4%	
Residence and Simple Business - EDI - <24 Hours		n/a	Insufficient Sample
Complex Business - LEX - <48 Hours		77.8%	
Complex Business - EDI - <48 Hours		n/a	Insufficient Sample
UNE Loop - LEX - <24 Hours		94.5%	
UNE Loop - EDI - <24 Hours		n/a	Insufficient Sample
Switch Ports - LEX - <48 Hours		n/a	Insufficient Sample
Switch Ports - EDI - <48 Hours		n/a	Insufficient Sample
Other - LEX - <48 Hours		n/a	Insufficient Sample
Other - EDI - <48 Hours		n/a	Insufficient Sample
% Firm Order Confirmations Received Within "x" Hours - Manual		CLEC	COMMENTS
Residence and Simple Business - <24 Hours		99.2%	
Complex Business - Negotiated - Recd. on Time		98.7%	
Complex Business - (1 - 200 Lines) - <48 Hours		n/a	Insufficient Sample
Complex Business - (200 + Lines) - Recd. on Time		n/a	Insufficient Sample
UNE Loop - (1 - 50 Lines) - <24 Hours		98.5%	
UNE Loop - (50 + Lines) - <48 Hours		100.0%	
Switch Ports - <24 Hours		100.0%	
Other - <24 Hours		n/a	Insufficient Sample
Average Time to Return FOC		CLEC	COMMENTS
Residence and Simple Business - LEX		8.0	
Residence and Simple Business - EDI		n/a	Insufficient Sample
Complex Business - LEX		24.1	
Complex Business - EDI		n/a	Insufficient Sample
UNE Loop - LEX		6.0	
UNE Loop - EDI		n/a	Insufficient Sample
Switch Ports - LEX		n/a	Insufficient Sample
Switch Ports - EDI		n/a	Insufficient Sample
Other - LEX		n/a	Insufficient Sample
Other - EDI		n/a	Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering				
% Mechanized Completions Returned Within 1 Hour of SORD Batch Cycle		CLEC		COMMENTS
LEX	97.5%			
EDI	100.0%			
Average Time to Return Mechanized Completions (Hours)		CLEC		COMMENTS
LEX	0.10			
EDI	0.17			
Percent Rejects (For the Electronic Interfaces EDI and LEX)		CLEC		COMMENTS
LEX	24.1%			
EDI	n/a			Insufficient Sample
% Mechanized Rejects Returned Within 1 Hour of start of EDI/LASR Batch Process		CLEC		COMMENTS
LEX	96.1%			
EDI	n/a			Insufficient Sample
Mean Time to Return Mechanized Rejects (Hours)		CLEC		COMMENTS
LEX	0.25			
EDI	n/a			Insufficient Sample
Order Process % Flow Through (% of Flow-Through From EASE) - CLEC Typed Orders		CLEC	SWBT	COMMENTS
Through SORD Distribution	96.2%	93.4%		
Order Process % Flow Through (% of Flow-Through From EASE) - LSC Typed Orders		CLEC	SWBT	COMMENTS
Through SORD Distribution	96.3%	93.4%		

Billing		CLEC	SWBT	COMMENTS
Billing Accuracy				
CRIS Usage Bill Audit (Percent Error Rate)	0.00%	0.27%		
CABS Usage Bill Audit (Percent Error Rate)	0.00%	0.00%		
CRIS Bill Audit (Percent Error Rate)	0.00%	0.00%		
Percent of Accurate and Complete Formatted Mechanized Bills		100.0%		
Percent of Billing Records Transmitted Correctly		100.0%		
Billing Completeness - Percent Complete		97.9%		
Billing Timeliness (Mechanized Bill) - Percent on Time		65.1%		
Daily Usage Feed Timeliness - Percent on Time		98.3%		
Percent Unbillable Usage - CRIS (AMA/ECS)		0.044%		
Percent Unbillable Usage - CABS		0.015%		

Miscellaneous Administrative				
LSC	Dallas	Alliance	SWBT	COMMENTS
Grade of Service - % of Calls Answered Within 20 Secs.	94.0%	97.9%	75.7%	
Average Speed of Answer (Seconds)	7.0	5.0	26.8	
Percent of Calls Offered With Busy Condition	0.0%	0.0%	22.5%	
LOC	LOC		SWBT	COMMENTS
Grade of Service - % of Calls Answered Within 20 Secs.	95.5%		91.9%	
Average Speed of Answer (Seconds)	7.0		5.4	
Percent of Calls Offered With Busy Condition	0.0%		0.0%	

January 1999

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services			
North Texas*			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	35.4%		
% Calls Answered in < 2.5 Seconds	49.4%		
% Calls Answered in > 7.5 Seconds	24.9%		
% Calls Answered in > 10.0 Seconds	18.9%		
% Calls Answered in > 15.0 Seconds	9.9%		
% Calls Answered in > 20.0 Seconds	6.5%		
% Calls Answered in > 25.0 Seconds	3.7%		
Average Speed of Answer (Seconds)	5.6		
West Texas*			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	44.0%		
% Calls Answered in < 2.5 Seconds	58.4%		
% Calls Answered in > 7.5 Seconds	17.0%		
% Calls Answered in > 10.0 Seconds	11.6%		
% Calls Answered in > 15.0 Seconds	6.1%		
% Calls Answered in > 20.0 Seconds	3.1%		
% Calls Answered in > 25.0 Seconds	1.5%		
Average Speed of Answer (Seconds)	4.1		
Southeast Texas*			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	45.8%		
% Calls Answered in < 2.5 Seconds	57.3%		
% Calls Answered in > 7.5 Seconds	19.3%		
% Calls Answered in > 10.0 Seconds	14.5%		
% Calls Answered in > 15.0 Seconds	7.9%		
% Calls Answered in > 20.0 Seconds	3.9%		
% Calls Answered in > 25.0 Seconds	1.6%		
Average Speed of Answer (Seconds)	4.5		
South Texas*			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	47.2%		
% Calls Answered in < 2.5 Seconds	57.4%		
% Calls Answered in > 7.5 Seconds	20.8%		
% Calls Answered in > 10.0 Seconds	15.9%		
% Calls Answered in > 15.0 Seconds	9.5%		
% Calls Answered in > 20.0 Seconds	5.4%		
% Calls Answered in > 25.0 Seconds	2.8%		
Average Speed of Answer (Seconds)	4.8		

NOTE: * These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

January 1999

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)			
North Texas*			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	49.6%		
% Calls Answered in < 2.5 Seconds	67.2%		
% Calls Answered in > 7.5 Seconds	7.4%		
% Calls Answered in > 10.0 Seconds	3.3%		
% Calls Answered in > 15.0 Seconds	0.3%		
% Calls Answered in > 20.0 Seconds	0.2%		
% Calls Answered in > 25.0 Seconds	0.1%		
Average Speed of Answer (Seconds)	2.6		
West Texas*			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	37.8%		
% Calls Answered in < 2.5 Seconds	62.7%		
% Calls Answered in > 7.5 Seconds	5.2%		
% Calls Answered in > 10.0 Seconds	2.3%		
% Calls Answered in > 15.0 Seconds	0.6%		
% Calls Answered in > 20.0 Seconds	0.2%		
% Calls Answered in > 25.0 Seconds	0.0%		
Average Speed of Answer (Seconds)	2.8		
Southeast Texas*			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	70.4%		
% Calls Answered in < 2.5 Seconds	82.0%		
% Calls Answered in > 7.5 Seconds	4.8%		
% Calls Answered in > 10.0 Seconds	3.0%		
% Calls Answered in > 15.0 Seconds	1.9%		
% Calls Answered in > 20.0 Seconds	1.3%		
% Calls Answered in > 25.0 Seconds	0.5%		
Average Speed of Answer (Seconds)	1.9		
South Texas*			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	64.1%		
% Calls Answered in < 2.5 Seconds	76.4%		
% Calls Answered in > 7.5 Seconds	5.0%		
% Calls Answered in > 10.0 Seconds	2.3%		
% Calls Answered in > 15.0 Seconds	0.7%		
% Calls Answered in > 20.0 Seconds	0.2%		
% Calls Answered in > 25.0 Seconds	0.1%		
Average Speed of Answer (Seconds)	1.9		

NOTE: * These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)			
* Eastern Missouri			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	34.0%		
% Calls Answered in < 2.5 Seconds	46.9%		
% Calls Answered in > 7.5 Seconds	27.2%		
% Calls Answered in > 10.0 Seconds	21.0%		
% Calls Answered in > 15.0 Seconds	14.4%		
% Calls Answered in > 20.0 Seconds	9.6%		
% Calls Answered in > 25.0 Seconds	7.0%		
Average Speed of Answer (Seconds)	6.9		
* Kansas and Western Missouri Combined			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	21.3%		
% Calls Answered in < 2.5 Seconds	37.9%		
% Calls Answered in > 7.5 Seconds	22.9%		
% Calls Answered in > 10.0 Seconds	15.6%		
% Calls Answered in > 15.0 Seconds	7.0%		
% Calls Answered in > 20.0 Seconds	3.3%		
% Calls Answered in > 25.0 Seconds	1.6%		
Average Speed of Answer (Seconds)	5.4		
* Eastern Missouri			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	36.9%		
% Calls Answered in < 2.5 Seconds	50.5%		
% Calls Answered in > 7.5 Seconds	23.6%		
% Calls Answered in > 10.0 Seconds	17.8%		
% Calls Answered in > 15.0 Seconds	12.0%		
% Calls Answered in > 20.0 Seconds	8.0%		
% Calls Answered in > 25.0 Seconds	5.8%		
Average Speed of Answer (Seconds)	6.2		
* Kansas and Western Missouri Combined			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	24.3%		
% Calls Answered in < 2.5 Seconds	40.1%		
% Calls Answered in > 7.5 Seconds	21.8%		
% Calls Answered in > 10.0 Seconds	14.5%		
% Calls Answered in > 15.0 Seconds	6.5%		
% Calls Answered in > 20.0 Seconds	3.0%		
% Calls Answered in > 25.0 Seconds	1.5%		
Average Speed of Answer (Seconds)	5.2		

NOTE: * These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)			
Oklahoma			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	20.9%		
% Calls Answered in < 2.5 Seconds	31.7%		
% Calls Answered in > 7.5 Seconds	36.0%		
% Calls Answered in > 10.0 Seconds	27.2%		
% Calls Answered in > 15.0 Seconds	15.5%		
% Calls Answered in > 20.0 Seconds	8.1%		
% Calls Answered in > 25.0 Seconds	4.9%		
Average Speed of Answer (Seconds)	7.8		
Oklahoma			
Directory Assistance - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	33.5%		
% Calls Answered in < 2.5 Seconds	49.2%		
% Calls Answered in > 7.5 Seconds	16.4%		
% Calls Answered in > 10.0 Seconds	8.8%		
% Calls Answered in > 15.0 Seconds	2.8%		
% Calls Answered in > 20.0 Seconds	1.0%		
% Calls Answered in > 25.0 Seconds	0.3%		
Average Speed of Answer (Seconds)	4.1		
Arkansas			
Operator Services - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	24.9%		
% Calls Answered in < 2.5 Seconds	40.1%		
% Calls Answered in > 7.5 Seconds	27.3%		
% Calls Answered in > 10.0 Seconds	20.1%		
% Calls Answered in > 15.0 Seconds	10.5%		
% Calls Answered in > 20.0 Seconds	6.6%		
% Calls Answered in > 25.0 Seconds	4.2%		
Average Speed of Answer (Seconds)	6.8		
Arkansas			
Directory Assistance - Grade of Service:	CLEC/SWBT		COMMENTS
% Calls Answered in < 1.5 Seconds	20.6%		
% Calls Answered in < 2.5 Seconds	34.9%		
% Calls Answered in > 7.5 Seconds	28.3%		
% Calls Answered in > 10.0 Seconds	20.6%		
% Calls Answered in > 15.0 Seconds	12.0%		
% Calls Answered in > 20.0 Seconds	8.0%		
% Calls Answered in > 25.0 Seconds	5.6%		
Average Speed of Answer (Seconds)	7.9		

POTS - Provisioning

	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval - Field Work - Residence	2.21	2.55	-3.57	
Mean Installation Interval - Field Work - Business	4.10	2.97		Insufficient Sample
Mean Installation Interval - No Field Work - Residence	0.06	0.63	-4.41	
Mean Installation Interval - No Field Work - Business	0.67	0.87		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	98.97%	96.13%	-3.20	
% Installations Completed Within in 5 Days - Field Work - Business	90.00%	92.36%		Insufficient Sample
% Installations Completed Within in 3 Days - No Field Work - Residence	100.00%	98.62%	-2.50	
% Installations Completed Within in 3 Days - No Field Work - Business	100.00%	96.61%		Insufficient Sample
% SWBT Caused Missed Due Dates - Field Work - Residence	2.30%	4.52%	-2.40	
% SWBT Caused Missed Due Dates - Field Work - Business	11.11%	2.39%		Insufficient Sample
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.02%	0.06%	-1.27	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.00%	0.66%	-1.49	
Average Delay Days SWBT Caused Missed Due Dates - Residence	2.38	2.11		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	7.00	10.31		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.00%	0.00	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.03%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	0.00	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.20%	-0.81	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.77%	3.01%	-2.97	
% SWBT Missed Due Dates due to Lack of Facilities - Business	7.41%	1.63%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	5.00	5.78		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	3.50	5.08		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.84%	4.34%	-0.55	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	2.23%		Insufficient Sample
% Trouble Reports within 10 Days - No Field Work - Residence	1.80%	1.78%	0.12	
% Trouble Reports within 10 Days - No Field Work - Business	1.81%	1.76%	0.07	

POTS - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - Residence	2.52%	3.09%	-4.19	
Trouble Report Rate (%) - Business	0.31%	1.35%	-8.35	
% Missed Repair Commitments - Dispatch - Residence	7.66%	6.95%	0.59	
% Missed Repair Commitments - Dispatch - Business	19.23%	12.13%		Insufficient Sample
% Missed Repair Commitments - No Dispatch - Residence	9.20%	4.71%	1.96	Mar98;Jun-Sep98;Nov-Dec98 in Parity
% Missed Repair Commitments - No Dispatch - Business	12.50%	16.87%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	28.28	20.23	3.31	Under Investigation
Receipt To Clear Duration - Affecting Service - Dispatch - Business	15.82	9.97		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	10.05	8.87		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	5.69	8.77		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	17.95	15.04	3.23	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Business	8.79	7.40		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	18.82	12.00	2.82	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Business	9.55	9.38		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	90.84%	92.78%	1.44	Under Investigation
% Out of Service (OOS) <24 Hours - Business	91.67%	96.98%		Insufficient Sample
% Repeat Reports - Residence	3.54%	9.19%	-3.88	
% Repeat Reports - Business	7.41%	7.85%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval - VGPL	2.52			Insufficient Sample
Average Installation Interval - ISDN	n/a			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	33.33%	6.18%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	100.00%	6.12%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	4.53%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	1.00	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	41.00	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - ISDN	100.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	100.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	100.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	41.00	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	0.72%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	2.04%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.18%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	n/a	6.30		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	3.94		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	9.09		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	34.45		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	1.28	6.45		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	7.14		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	10.10		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	10.98		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	10.09		Insufficient Sample
% Repeat Reports - VGPL	0.00%	5.25%		Insufficient Sample
% Repeat Reports - ISDN	n/a	0.00%		Insufficient Sample
% Repeat Reports - DDS	n/a	3.13%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.51%	1.91%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	4.26%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.47%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	25.58%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	185.71%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval	n/a	2.11		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	2.46%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	1.52%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	0.00%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.00%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	5.42		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	7.72%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	6.12%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	18.83		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	8.86		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	13.81		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	11.72		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	93.40%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 8.0 dB Loop With Test Access	7.64			Insufficient Sample
Average Installation Interval (Days) - 5.0 dB Loop With Test Access	3.75			Insufficient Sample
Average Installation Interval (Days) - BRI Loop With Test Access	13.33			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 3 Days - 8.0 dB Loop With Test Access	14.73%		20.92	Under Investigation
% Installations Completed Within 3 Days - 5.0 dB Loop With Test Access	50.00%			Insufficient Sample
% Installations Completed Within 3 Days - BRI Loop With Test Access	0.00%			Insufficient Sample
% Installations Completed Within 2 Days - DS1 Loop With Test Access	n/a			Insufficient Sample
	CLEC	SWBT	Z VALUE	
% SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	0.39%	0.51%	-0.28	
% SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	0.00%	6.18%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	1.00	3.67		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop With Test Access	0.00%	0.02%	-0.21	
Percent SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop With Test Access	0.00%	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 8.0 dB Loop With Test Access	0.00%	0.28%	-0.85	
% SWBT Missed Due Dates Due to Lack of Facilities - 5.0 dB Loop With Test Access	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 8.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 5.0 dB Loop With Test A	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 8.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 5.0 dB Loop With Test A	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	5.64		Insufficient Sample
Average Delay Days due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 8.0 dB Loop With Test Access	3.75%	1.98%	1.96	Under Investigation
% Trouble Reports on N,T,C Orders within 30 days - 5.0 dB Loop With Test Access	0.00%	0.72%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 Days - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - 8.0 dB Loop With Test Access	1.15%	2.60%		Insufficient Sample
Trouble Report Rate (%) - 5.0 dB Loop With Test Access	0.94%	1.91%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop With Test Access	6.06%	25.58%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	65.52%	7.72%		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	7.12	15.51		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	2.51	6.30		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	0.53	n/a		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	0.47	10.77		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	6.45		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	10.98		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	34.48%	93.40%		Insufficient Sample
% Repeat Reports - 8.0 dB Loop With Test Access	10.34%	8.99%		Insufficient Sample
% Repeat Reports - 5.0 dB Loop With Test Access	20.00%	5.25%		Insufficient Sample
% Repeat Reports - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.12%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.04%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.57%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	1.17%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	100.0%	39.1%	7.86	Under Investigation
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	39.1%	-10.45	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	15.00	7.80	123.96	Under Investigation
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	7.80		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	0.0%	0.00	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	0.0%	0.00	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	4.13		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	1.60	4.13		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	n/a	100.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	100.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days of Installation	n/a			
Percent Missed Due Dates	n/a			

POTS - Provisioning

	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval - Field Work - Residence	1.91	2.61	-3.59	
Mean Installation Interval - Field Work - Business	2.20	2.90	-3.51	
Mean Installation Interval - No Field Work - Residence	0.06	0.79	-14.20	
Mean Installation Interval - No Field Work - Business	0.16	1.04	-6.68	
% Installations Completed Within in 5 Days - Field Work - Residence	99.24%	95.18%	-4.32	
% Installations Completed Within in 5 Days - Field Work - Business	96.40%	91.96%	-2.90	
% Installations Completed Within in 3 Days - No Field Work - Residence	100.00%	97.94%	-6.28	
% Installations Completed Within in 3 Days - No Field Work - Business	100.00%	94.51%	-6.97	
% SWBT Caused Missed Due Dates - Field Work - Residence	4.40%	2.86%	2.18	Feb-May98;Jul98;Sep98;Dec98 in Parity
% SWBT Caused Missed Due Dates - Field Work - Business	1.69%	3.54%	-1.98	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.03%	0.03%	-0.01	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.33%	0.42%	-0.58	
Average Delay Days SWBT Caused Missed Due Dates - Residence	2.92	2.35		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	3.67	2.88		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.03%	-0.46	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.05%	-0.46	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.01%	0.00%	1.34	Feb-Jul98;Sep-Dec98 in Parity
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.13%	-1.64	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	2.28%	2.25%	0.05	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.97%	2.91%	-2.31	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	1.55%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	1.72%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	1.03%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	4.86	7.22		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	2.50	7.72		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	2.77%	3.43%	-0.87	
% Trouble Reports within 10 Days - Field Work - Business	0.97%	1.58%	-0.97	
% Trouble Reports within 10 Days - No Field Work - Residence	1.53%	1.51%	0.14	
% Trouble Reports within 10 Days - No Field Work - Business	1.23%	0.86%	1.62	First Month Out of Parity

POTS - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - Residence	1.38%	1.38%	-0.07	
Trouble Report Rate (%) - Business	0.61%	0.69%	-1.86	
% Missed Repair Commitments - Dispatch - Residence	5.98%	5.48%	0.48	
% Missed Repair Commitments - Dispatch - Business	8.31%	13.00%	-2.33	
% Missed Repair Commitments - No Dispatch - Residence	5.65%	4.19%	0.79	
% Missed Repair Commitments - No Dispatch - Business	11.39%	15.24%	-0.90	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	17.94	20.77	-1.08	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	8.54	10.56	-0.93	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	15.74	9.68		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	4.50	9.93		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	15.81	16.63	-0.80	
Receipt To Clear Duration - Out of Service - Dispatch - Business	7.96	9.21	-1.26	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	11.31	9.95	0.49	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	5.48	13.99	-0.76	
% Out of Service (OOS) <24 Hours - Residence	89.25%	91.00%	1.23	Under Investigation
% Out of Service (OOS) <24 Hours - Business	97.59%	94.40%	-2.13	
% Repeat Reports - Residence	5.94%	6.81%	-0.72	
% Repeat Reports - Business	8.93%	6.51%	1.53	Under Investigation

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval - VGPL	3.42			Insufficient Sample
Average Installation Interval - ISDN	8.28			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	9.25			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	89.66%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	4.35%	30.30%	-6.26	
% SWBT Caused Missed Due Dates - ISDN	0.27%	5.71%	-3.97	
% SWBT Caused Missed Due Dates - DDS	n/a	0.36%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	1.50	3.33		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	6.00	8.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	0.00	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.61%	-0.92	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	1.43%	-2.32	
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	1433.33%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	100.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	100.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	3.33		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	8.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	0.58%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	1.64%	-0.77	
% Trouble Report within 30 Days - DDS	n/a	0.18%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	3.73	20.90		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	12.60		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	5.48		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	7.82	431.83		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	0.63	3.86		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	6.34		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	4.26		Insufficient Sample
% Repeat Reports - VGPL	0.00%	2.46%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	1.77%		Insufficient Sample
% Repeat Reports - DDS	n/a	4.17%		Insufficient Sample
% Repeat Reports - DS1	n/a	n/a		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.28%	1.81%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.18%	4.24%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.17%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	37.74%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval	n/a	2.28		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	1.63%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	1.23%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	1.78%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.89%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	7.70		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	6.67%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	5.50%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	19.46		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	9.70		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	15.22		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	10.48		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	91.61%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning

	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval (Days) - 8.0 dB Loop With Test Access	11.00			Insufficient Sample
Average Installation Interval (Days) - 5.0 dB Loop With Test Access	1.00			Insufficient Sample
Average Installation Interval (Days) - BRI Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 3 Days - 8.0 dB Loop With Test Access	20.00%			Insufficient Sample
% Installations Completed Within 3 Days - 5.0 dB Loop With Test Access	100.00%			Insufficient Sample
% Installations Completed Within 3 Days - BRI Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 2 Days - DS1 Loop With Test Access	n/a			Insufficient Sample
	CLEC	SWBT	Z VALUE	COMMENTS
% SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	n/a	0.42%		Insufficient Sample
% SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	30.30%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	n/a	2.52		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	3.33		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop With Test Access	n/a	0.02%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop With Test Access	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	0.29%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	0.61%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 8.0 dB Loop With Test A	n/a	1.61%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 5.0 dB Loop With Test A	n/a	1433.33%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 8.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 5.0 dB Loop With Test A	n/a	100.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop With Test Acc	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	7.41		Insufficient Sample
Average Delay Days due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	3.33		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 8.0 dB Loop With Test Access	n/a	1.60%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 5.0 dB Loop With Test Access	n/a	0.58%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 Days - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - 8.0 dB Loop With Test Access	n/a	1.18%		Insufficient Sample
Trouble Report Rate (%) - 5.0 dB Loop With Test Access	n/a	1.81%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop With Test Access	n/a	0.00%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	6.67%		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	n/a	16.88		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	20.90		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	n/a	10.10		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	n/a	431.83		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	91.61%		Insufficient Sample
% Repeat Reports - 8.0 dB Loop With Test Access	n/a	6.76%		Insufficient Sample
% Repeat Reports - 5.0 dB Loop With Test Access	n/a	2.46%		Insufficient Sample
% Repeat Reports - DS1 Loop With Test Access	n/a	n/a		Insufficient Sample

Interconnection Trunks				
	Result		COMMENTS	
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.00%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.04%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT	COMMENTS	
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	0.0%		Insufficient Sample
Percent Missed Due Dates - SWBT to CLEC Trunking	n/a	0.0%		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	n/a		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	0.0%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	n/a	0.0%		Insufficient Sample
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	10.80		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	10.80		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	n/a	100.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	n/a	100.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result		COMMENTS	
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days of Installation	n/a			
Percent Missed Due Dates	n/a			

POTS - Provisioning				
	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval - Field Work - Residence	1.93	2.55	-2.38	
Mean Installation Interval - Field Work - Business	2.64	2.89	-0.50	
Mean Installation Interval - No Field Work - Residence	0.02	0.76	-15.66	
Mean Installation Interval - No Field Work - Business	0.34	1.19	-1.77	
% Installations Completed Within in 5 Days - Field Work - Residence	99.32%	96.07%	-2.86	
% Installations Completed Within in 5 Days - Field Work - Business	92.50%	92.00%	-0.16	
% Installations Completed Within in 3 Days - No Field Work - Residence	100.00%	98.19%	-5.08	
% Installations Completed Within in 3 Days - No Field Work - Business	100.00%	94.03%	-2.43	
% SWBT Caused Missed Due Dates - Field Work - Residence	1.51%	3.14%	-1.68	
% SWBT Caused Missed Due Dates - Field Work - Business	7.45%	2.53%	2.91	Feb98;Apr-Dec98 in Parity Under Investigation
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.07%	0.04%	1.01	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.17%	0.44%	-1.01	
Average Delay Days SWBT Caused Missed Due Dates - Residence	1.00	2.99		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	4.83	3.56		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.04%	-0.37	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.00%	0.00	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	-0.35	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.00%	0.00	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.60%	2.01%	-1.81	
% SWBT Missed Due Dates due to Lack of Facilities - Business	1.06%	1.43%	-0.30	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	2.08%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.69%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	2.00	6.63		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	1.00	4.77		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.83%	3.94%	0.81	Under Investigation
% Trouble Reports within 10 Days - Field Work - Business	1.06%	2.24%	-0.77	
% Trouble Reports within 10 Days - No Field Work - Residence	2.21%	1.68%	2.59	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	1.66%	1.52%	0.27	
POTS - Maintenance				
	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - Residence	2.76%	2.24%	3.38	Under Investigation
Trouble Report Rate (%) - Business	0.53%	1.00%	-5.45	
% Missed Repair Commitments - Dispatch - Residence	6.50%	4.66%	1.43	Apr-Nov98 in Parity
% Missed Repair Commitments - Dispatch - Business	8.75%	9.81%	-0.31	
% Missed Repair Commitments - No Dispatch - Residence	5.56%	4.47%	0.31	
% Missed Repair Commitments - No Dispatch - Business	6.67%	24.04%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	26.19	26.55	-0.08	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	5.10	9.61		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	14.09	11.76		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	10.31	10.24		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	20.84	20.53	0.11	
Receipt To Clear Duration - Out of Service - Dispatch - Business	8.73	10.28	-0.21	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	10.28	11.41		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	14.54	8.52		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	77.36%	84.96%	3.05	Under Investigation
% Out of Service (OOS) <24 Hours - Business	98.39%	95.27%	-1.15	
% Repeat Reports - Residence	5.69%	7.62%	-1.13	
% Repeat Reports - Business	4.23%	6.41%	-0.74	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval - VGPL	3.07			Insufficient Sample
Average Installation Interval - ISDN	5.80			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	30.33%	2.56%	12.94	Apr98;Jul-Dec98 in Parity
% SWBT Caused Missed Due Dates - ISDN	33.33%	1.55%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	3.41%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	0.73	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	3.00	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	0.00	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	0.00	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	0.47%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	5.95%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	7.50	8.17		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	3.58	7.74		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	8.05		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	5.54		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	1.93	475.45		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	0.30	4.17		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	10.19		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	13.22		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	2.28		Insufficient Sample
% Repeat Reports - VGPL	11.11%	3.22%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	6.54%		Insufficient Sample
% Repeat Reports - DDS	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.38%	2.82%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.43%	6.26%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.30%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	23.88%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	25.00%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval	5.00	2.37		Insufficient Sample
Percent SWBT Caused Missed Due Dates	0.00%	1.90%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	0.00%	1.06%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	1.37%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.68%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	5.97		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	Z VALUE	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	5.41%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	6.75%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	24.48		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	11.58		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	18.80		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	11.08		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	86.61%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 8.0 dB Loop With Test Access	11.35			Insufficient Sample
Average Installation Interval (Days) - 5.0 dB Loop With Test Access	7.57			Insufficient Sample
Average Installation Interval (Days) - BRI Loop With Test Access	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop With Test Access	5.63			Insufficient Sample
% Installations Completed Within 3 Days - 8.0 dB Loop With Test Access	4.08%		26.86	Under Investigation
% Installations Completed Within 3 Days - 5.0 dB Loop With Test Access	42.86%			Insufficient Sample
% Installations Completed Within 3 Days - BRI Loop With Test Access	n/a			Insufficient Sample
% Installations Completed Within 2 Days - DS1 Loop With Test Access	12.50%			Insufficient Sample
	CLEC	SWBT	Z VALUE	
% SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	2.46%	0.42%	4.48	Under Investigation
% SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	0.00%	2.56%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop With Test Access	57.14%	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 8.0 dB Loop With Test Access	2.80	3.16		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - 5.0 dB Loop With Test Access	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop With Test Access	3.75	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - 8.0 dB Loop With Test Access	0.00%	0.01%	-0.11	
Percent SWBT Caused Missed Due Dates > 30 Days - 5.0 dB Loop With Test Access	0.00%	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - 8.0 dB Loop With Test Access	0.00%	0.22%	-0.56	
% SWBT Missed Due Dates Due to Lack of Facilities - 5.0 dB Loop With Test Access	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop With Test Access	28.57%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 8.0 dB Loop With Test A	n/a	1.60%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - 5.0 dB Loop With Test A	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop With Test Acc	0.00%	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 8.0 dB Loop With Test A	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - 5.0 dB Loop With Test A	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop With Test Acc	0.00%	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - 8.0 dB Loop With Test Access	n/a	6.20		Insufficient Sample
Average Delay Days due to Lack of Facilities - 5.0 dB Loop With Test Access	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop With Test Access	2.50	n/a		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 days - 8.0 dB Loop With Test Access	4.00%	1.87%	2.21	Under Investigation
% Trouble Reports on N,T,C Orders within 30 days - 5.0 dB Loop With Test Access	0.00%	0.47%		Insufficient Sample
% Trouble Reports on N,T,C Orders within 30 Days - DS1 Loop With Test Access	0.00%	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - 8.0 dB Loop With Test Access	1.65%	1.89%		Insufficient Sample
Trouble Report Rate (%) - 5.0 dB Loop With Test Access	0.65%	2.82%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop With Test Access	5.97%	23.88%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	20.00%	5.41%		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	5.80	21.08		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	3.11	8.17		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	55.18	5.54		Insufficient Sample
Mean Time to Restore - 8.0 dB Loop With Test Access	8.42	11.30		Insufficient Sample
Mean Time to Restore - 5.0 dB Loop With Test Access	16.50	475.45		Insufficient Sample
Mean Time to Restore - DS1 Loop With Test Access	1.42	13.22		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	80.00%	86.61%		Insufficient Sample
% Repeat Reports - 8.0 dB Loop With Test Access	6.98%	7.44%	-0.12	
% Repeat Reports - 5.0 dB Loop With Test Access	37.50%	3.22%		Insufficient Sample
% Repeat Reports - DS1 Loop With Test Access	25.00%	0.00%		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.00%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	39.70%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.16%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.10%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	71.2%	-10.90	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	71.2%	-25.99	
Average Delay Days for SWBT Cuased Missed Due Dates - CLEC to SWBT Trunking	n/a	13.99		Insufficient Sample
Average Delay Days for SWBT Cuased Missed Due Dates - SWBT to CLEC Trunking	n/a	13.99		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	5.9%	-1.82	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	5.9%	-5.31	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	3.35	1.54		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	1.61	1.54		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	100.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	100.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days of Installation	n/a			
Percent Missed Due Dates	n/a			

POTS - Provisioning

	CLEC	SWBT	Z VALUE	COMMENTS
Mean Installation Interval - Field Work - Residence	2.11	2.77	-2.70	
Mean Installation Interval - Field Work - Business	2.30	3.04	-1.11	
Mean Installation Interval - No Field Work - Residence	0.08	0.76	-6.19	
Mean Installation Interval - No Field Work - Business	0.02	0.89	-3.14	
% Installations Completed Within in 5 Days - Field Work - Residence	98.81%	94.84%	-4.30	
% Installations Completed Within in 5 Days - Field Work - Business	98.02%	92.58%	-2.08	
% Installations Completed Within in 3 Days - No Field Work - Residence	100.00%	97.98%	-3.56	
% Installations Completed Within in 3 Days - No Field Work - Business	100.00%	96.42%	-1.89	
% SWBT Caused Missed Due Dates - Field Work - Residence	2.83%	4.50%	-2.06	
% SWBT Caused Missed Due Dates - Field Work - Business	4.20%	4.24%	-0.02	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.03%	0.03%	0.06	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.53%	1.78%	-2.57	
Average Delay Days SWBT Caused Missed Due Dates - Residence	2.53	2.98		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	6.80	4.41		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.03%	-0.46	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.08%	-0.31	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	-0.21	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.92%	-2.65	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.60%	2.06%	-2.65	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	2.15%	-1.62	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	1.16%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	2.83%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.39%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	0.94%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	3.00	7.28		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	10.21		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	2.68%	3.70%	-1.38	
% Trouble Reports within 10 Days - Field Work - Business	3.36%	2.27%	0.78	
% Trouble Reports within 10 Days - No Field Work - Residence	2.46%	1.62%	5.05	
% Trouble Reports within 10 Days - No Field Work - Business	0.66%	1.29%	-1.50	Under Investigation

POTS - Maintenance

	CLEC	SWBT	Z VALUE	COMMENTS
Trouble Report Rate (%) - Residence	2.01%	2.06%	-0.59	
Trouble Report Rate (%) - Business	0.48%	1.10%	-10.07	
% Missed Repair Commitments - Dispatch - Residence	4.07%	5.71%	-1.70	
% Missed Repair Commitments - Dispatch - Business	9.52%	10.30%	-0.28	
% Missed Repair Commitments - No Dispatch - Residence	10.53%	4.20%	2.72	Apr-Aug98;Oct-Nov98 in Parity
% Missed Repair Commitments - No Dispatch - Business	7.89%	15.62%	-1.30	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	13.87	20.57	-2.03	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	13.61	9.56		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	7.28	7.13		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	4.26	6.20		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	13.03	15.77	-3.41	
Receipt To Clear Duration - Out of Service - Dispatch - Business	7.52	9.08	-0.88	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	13.10	10.43	1.53	Feb-Jul98;Nov-Dec98 in Parity
Receipt To Clear Duration - Out of Service - No Dispatch - Business	10.33	6.69		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	92.22%	91.57%	-0.52	
% Out of Service (OOS) <24 Hours - Business	95.24%	95.97%		Under Investigation
% Repeat Reports - Residence	5.62%	7.96%	-2.02	
% Repeat Reports - Business	6.47%	6.34%	0.06	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	Z VALUE	COMMENTS
Average Installation Interval - VGPL	2.64			Insufficient Sample
Average Installation Interval - ISDN	9.00			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	10.67			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	66.67%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	4.88%	1.56%	1.51	Under Investigation
% SWBT Caused Missed Due Dates - ISDN	1.61%	1.79%	-0.10	
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	1.00	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	3.00	3.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	0.00	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	0.00	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.45%	-0.53	
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	3.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	0.77%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	4.13%	-1.55	
% Trouble Report within 30 Days - DDS	n/a	0.21%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample